



**FMCS**

**FEDERAL MEDIATION &  
CONCILIATION SERVICE**

## SPEAKER'S BIO



### **LU-ANN J. GLASER**

**MANAGER, NATIONAL PROGRAMS AND INITIATIVES**

Lu-Ann Glaser is the Manager of National Programs and Initiatives. Previously, and continuing in her current role, Ms. Glaser serves as the Director of ADR and International Services for FMCS. She began her career at the Agency in 2003 as a Commissioner, mediating collective bargaining disputes, individual employment complaints, and grievances, as well as providing training and facilitation to labor-management groups in a wide range of topics relative to relationship development and conflict resolution skills.

Ms. Glaser has extensive experience in domestic and international project areas including mediation, training, complex multi-party facilitation, dispute systems design, conflict coaching, facilitated dialogues, relationship-building, labor dispute system analysis and consultation, and delivery of services using remote technologies. She has developed, designed, and delivered programs dealing with intergenerational communication in the workplace for a variety of audiences — Federal agencies, unions, employer associations, and others — as well as innovative programs on inquiry skills and conflict neuroscience for neutrals, problem-solvers, and labor-management leaders. She has been at the forefront of the Agency's efforts to meet the demands of the 21<sup>st</sup> century through the delivery of dispute resolution, training, and outreach services using cutting-edge technologies.

Prior to her appointment as Commissioner, Ms. Glaser was President of the Keystone Area Local of the American Postal Workers Union, AFL-CIO, partnering with FMCS on joint projects between the United States Postal Service and the American Postal Workers' Union aimed at improving labor-management relationships, from 1998 to 2003. She holds a Bachelor of Science degree in Organizational Leadership with highest honors as well as certificates in Labor Studies and Industrial Relations and Organizational Communication from Penn State University.